



## **JAMII CO-OPERATIVE SAVINGS AND CREDIT SOCIETY**

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### **VACANCY ANNOUNCEMENT**

Jamii Sacco is a Deposit Taking Sacco (DTS) registered under the Cooperative Societies Act Cap 490 (Amended 2004) of the laws of Kenya and licensed by SASRA. The objectives for which the Society was established are to organize and promote the quality of life of the members by providing quality financial services.

### **VACANT POSITION DETAILS**

The following positions are vacant and the Sacco is seeking to fill the following eight (8) positions:

#### **1. REF. JSS/HR- OFF II LOANS JS-9/2024**

**Position:** Officer II Loans

**Grade:** JS - 9

**Required no.** 1

**Department:** Loans

**Division:** Operations

**Job Type:** Contract – Three (3) Years renewable based on performance

**Location:** Nairobi

### **JOB PURPOSE**

Reporting to the Manager Loans, the job holder is responsible for providing support to the loans department by appraising loans and monitoring timely payments.

### **FUNCTIONS / KEY RESULTS EXPECTED:**

The Jobholder is responsible for:

1. To meet with applicants to obtain and compile copies of loan applicants' credit histories, financial statements, and other financial information for loan processing.
2. To appraise and advise members on loan eligibility.
3. To analyse applicants' financial status, credit, and property evaluations to determine member's financial status.
4. To review loan applications to ensure that they are complete and accurate according to the policy.
5. To coordinate the loan processing and advising members on loan approval status.
6. To ensure compliance of loan procedures as per SASRA and other legal requirements.
7. To give financial advice and information to potential clients.
8. To generate loans periodical reports.
9. To advise members on the status of their loan applications

### **IMPACT OF RESULTS**

Overall attainment of the SACCO's short and long term strategic issues.

## **QUALIFICATIONS & REQUIREMENTS**

- Business related degree or CFA Finalist
- 3 years' relevant working experience in a SACCO/financial organization

## **KEY SKILLS AND COMPETENCES**

- Communication and interpersonal skills
- Customer service.
- Analytical skills.
- Reporting skills

## **2. REF. JSS/HR- ASS II ACC JS-11/2024**

**Position:** Assistant II Accounts  
**Grade:** JS- 11  
**Required no.** 2  
**Department:** Accounts  
**Division:** Finance  
**Job Type:** Contract – Three (3) Years renewable based on performance  
**Location:** Nairobi

## **JOB PURPOSE**

Reporting to the Chief Manager Finance, the job holder is responsible for providing support to the accounts department in accounting tasks and administrative support.

## **FUNCTIONS / KEY RESULTS EXPECTED**

The Jobholder is responsible for:

- Processing of payments and receivables
- Initiating general journals on accounts reconciliation and deposits transfers
- Maintaining general ledgers and their reconciliation
- Reconciliation of member statements.
- Bank reconciliation
- Filing of statutory returns

## **IMPACT OF RESULTS**

Efficient and effective attainment of the Society's objectives through accurate preparation of financial reports in the Society.

## **QUALIFICATIONS & REQUIREMENTS**

- CPA II or
- Business Related Degree plus CPA I
- 2 years' relevant working experience in a SACCO/financial organization

## **KEY SKILLS AND COMPETENCES**

- Reconciliation
- Accounting skills
- Knowledge on taxation issues
- Advanced excel proficiency
- Time management skills
- Accuracy

### **3. REF. JSS/HR- ASS II DEBT MGT JS-11/2024**

**Position:** Assistant II Debt Management  
**Grade:** JS- 11  
**Required no.** 2  
**Department:** Debt Management  
**Division:** Finance  
**Job Type:** Contract – Three (3) Years renewable based on performance  
**Location:** Nairobi

## **JOB PURPOSE**

Reporting to the Manager Debt Control, the jobholder is responsible for coordinating the debts of existing creditors and ultimately managing all money borrowed or owed to the Society by handling the collection of finances and the resolution of account queries and issuing credit notes.

## **FUNCTIONS / KEY RESULTS EXPECTED**

The Jobholder is responsible for:

- To collect and follow up debts
- To check on the non-performing loans, extrapolate them, communicate to members and make follow up.
- To co-ordinate debt collection and guide the other staff on debt collection.
- To write letters to guarantors and make follow up.
- To monitor loan repayments monthly.
- To ensure a uniform debt collection strategy in line with the Society's policies to avoid reputation risk or legal challenges by following strict policies and procedures.
- To carry out the Sacco recovery and debt collection efforts.
- To coordinate daily executions of debt follow up.
- To draft and issue appropriate notices to members requiring clearing of loans arrears.
- To manage issuance of all required statutory notices prior to engaging recovery action.
- To work closely with debt collection agencies to maximize recoveries.
- To negotiate and restructure facilities where such action increases chances of recovery of the debt with guidance from the Manager Debt Management.

## **IMPACT OF RESULTS**

Leads to effective recoveries of any unpaid money that is owed to the SACCO from either businesses (commercial collection) or individuals (consumer collection).

## **QUALIFICATIONS & REQUIREMENTS**

- CCP Finalist or Business Related Degree in Finance plus CCP I
- 2 years' relevant working experience in a SACCO/financial organization

## **KEY SKILLS AND COMPETENCES**

- Reconciliation
- Accounting skills
- Communications skills
- Advanced excel

### **4. REF. JSS/HR- CALL CENTRE AGENT JS-11/2024**

**Position:** Call Centre Agent  
**Grade:** JS- 11  
**Required no.** 2  
**Section:** Customer relations  
**Division:** Operations  
**Job Type:** Contract – Three (3) Years renewable based on performance  
**Location:** Nairobi

## **JOB PURPOSE**

Reporting to the Principal Officer Customer Relations, the Jobholder is responsible for providing a first line support to service and resolution to SACCO customer queries through the allocated support lines on call as well as respond to queries via email, social media while ensuring that all the processes and procedures are adhered to.

## **FUNCTIONS / KEY RESULTS EXPECTED**

The Jobholder is responsible for:

- To receive inbound and outbound calls, respond to inquiries, manage complaints, troubleshoot significant customer service problems, and provide information as may be required by members and customers.
- Receiving inbound customer calls and handling while observing call quality.
- Raising work tickets and escalation to relevant officers and or department for escalations of issues that require further resolution.
- Respond to customer queries received via alternative channels such as emails, Facebook, Instagram, LinkedIn, whatsapp while observing contact quality.
- Ensure timely and complete resolution of customer queries.
- To promote Sacco's customer service charter and ensuring that it is strictly adherence to it.
- Gathering and reporting customer feedback obtained from the social media pages to management for further action

- To inform customers of the Sacco product terms and features and project a professionalism image through voice and online and physical interactions.
- Keep records of customer calls, comments and complaints and provide suggestions on how to effectively handle them.
- Provide daily, weekly, monthly and any other assigned Reports to support these activities

### **IMPACT OF RESULTS**

Efficient and effective attainment of the Society's objectives through oversight of design and execution of functions, strategy and systems in the Society.

### **QUALIFICATIONS & REQUIREMENTS**

- Diploma in any business related course/ related field.
- Minimum 1 years relevant working experience in customer service, call center or relevant environment.

### **KEY SKILLS AND COMPETENCES**

- Communication skills
- Time management and organization skills
- Attention to detail
- Empathy and patience
- Problem solving and creativity

### **5. REF. JSS/HR- SALES REPRESENTATIVE JD SM/2024**

**Position:** Sales Representative  
**Grade:** JD SM  
**Required no.** 1  
**Department:** Sales and Marketing  
**Division:** Operations  
**Job Type:** Contract – Six (6) months renewable based on performance  
**Location:** Nairobi

### **JOB PURPOSE**

Reporting to the Principal Officer Sales and Marketing, the Jobholder is responsible for carrying out direct marketing and recruitment as per the laid targets.

### **FUNCTIONS / KEY RESULTS EXPECTED**

The Jobholder is responsible for:

- Marketing the Sacco's products and services, prepare presentations for prospective customers and following up on any potential members.
- Recruitment of at least 25 members in a month and actively seeking new sales opportunities through calling and emailing potential members across the country.

- Identifying potential business opportunities and sharing the available products with them.
- Establishing and maintaining relationships with potential stakeholders.
- Organizing training activities in liaison with Marketing Team
- Developing and implementing marketing campaigns and strategies for the Sacco growth.
- Write reports and provide feedback to the management on the progress of marketing activities.
- Monitoring various marketing strategies and issuing reports on the same in order to grow the numbers and product patronage.

## **IMPACT OF RESULTS**

Overall attainment of the SACCO objectives by retaining and recruiting new members.

## **QUALIFICATIONS & REQUIREMENTS**

- Diploma in Sales & Marketing or Business Related Degree
- Minimum one (1) years experience in sales.

## **KEY SKILLS AND COMPETENCES**

- Communication and interpersonal skills
- Time management and organization skills
- Attention to detail
- Selling and negotiations skills
- Planning and organizing skills
- Analytical, problem solving and decision making skills

## **OTHER REQUIREMENTS COMPLIANCE TO CHAPTER SIX OF THE KENYAN CONSTITUTION:**

- ❖ Police clearance certificate (Certificate of Good Conduct)
- ❖ Tax compliance certificate from the Kenya Revenue Authority (KRA).
- ❖ Clearance certificate from the Ethics and Anti-Corruption Commission (EACC).
- ❖ Clearance certificate from Credit Reference Bureau (CRB)

## **METHOD OF APPLICATION**

Applications with detailed CV indicating current position and remuneration, notable achievements, work experience, copy of National identification card, copies of academic and professional qualifications, testimonials, names of three (3) referees two (2) of whom must have supervised the candidate at some point, telephone contact, email address, should be addressed to the following:

The Chief Executive Officer,  
Jamii Sacco Society Ltd,  
P O Box 57929-00200  
NAIROBI.  
OR

[recruitment2024@jamiisacco.com](mailto:recruitment2024@jamiisacco.com)

The envelope clearly marked with the reference number should be received on or before 31<sup>st</sup> January 2024 at 12.00 noon. Kindly note that only short-listed candidates shall be contacted.

Jamii Sacco Society is an equal opportunity employer and any canvassing will lead to automatic disqualification.